

**SUPERVISOR OF DEPARTMENTAL RECORDS
STUDY GUIDE**

A written examination for the class of **SUPERVISOR OF DEPARTMENTAL RECORDS** to be administered in **NATCHITOCHEs** on **JUNE 10, 2009**, will consist of approximately 100 multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
GENERAL CLERICAL OPERATIONS AND RECORDS MANAGEMENT PRACTICES Knowledge of general clerical practices and office procedures sufficient to process mail, to handle telephones and convey messages, to operate office equipment, and to organize and maintain files, including knowledge of record-keeping practices involving preparation, content, format, control and retention of departmental records.	20.0%
REPORTS AND CORRESPONDENCE Knowledge of practices and procedures utilized for report preparation, preparation of official correspondence, involving the compilation, analysis, and organization of information and data into a written format, including knowledge of English usage and grammar sufficient for effective written communications or to correct spelling, grammar, and punctuation.	13.0%
MANAGEMENT Knowledge of the principles of effective management practices including personnel management, financial management, and managing equipment and supplies.	27.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	33.0%
PUBLIC RELATIONS Knowledge of effective public relations practices which foster a positive public image of the department through contact with the public.	7.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through LSU **Firemen Training Program**).

SUPERVISION OF POLICE PERSONNEL, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

ADVANCED SUPERVISORY PRACTICES, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

POLICE ADMINISTRATION, Wilson, O. W. and McLaren, Roy C., McGraw-Hill Book Co., New York, N. Y., 5th ed., 1997.

HARBACE COLLEGE HANDBOOK, Harcourt Brace & Company, 6277 Sea Harbor Drive, Orlando, Florida 32887, Twelfth Edition, 1994.

MANAGEMENT POLICIES IN LOCAL GOVERNMENT FINANCE, International City/County Management Association (ICMA), 777 N. Capitol Street NE, Suite 500, Washington, D.C. 20002-4201, 5th ed., 2004.

BUSINESS COMMUNICATION, Ruch, William V. and Crawford, Maurice L., Macmillan Publishing Co., 866 Third Avenue, New York, New York 10022, 1991.

LOCAL GOVERNMENT POLICE MANAGEMENT, (Municipal Management Series), International City Management Association (ICMA), 1120 G St., N.W., Washington, DC 20005, 4th ed., 2003.

EFFECTIVE PUBLIC RELATIONS, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., Englewood Cliffs, NJ 07632, 8th ed., 2000.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or

promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material(mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.